

User Guide



Seventh Edition
2735-007

**Aastra®
6753i
IP Phone
Pointspan SPN**

AASTRA®



7th Edition (March 3, 2010)

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Revision History

The following represents the revision history of this publication:

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6753i Product

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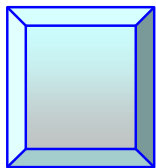
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About This Publication

Overview

This guide explains how to use your new 6753i IP phone. Not all features listed are available by default. Contact your system administrator to find out which features and services are available on your system. Your system administrator also has the ability to customize some features on this phone.

Audience

This publication is intended for users of the Aastra 6753i IP phone.

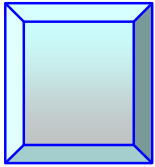
Terms and Definitions

Term	Definition
DLS	Directory Lookup Service on the Pointspan System.
IP	Internet Protocol (IP) is a data-oriented protocol used for communicating data across a packet-switched network.
IP Address	An identifier for a computer or device on a TCP/IP network. Networks using the TCP/IP protocol route messages based on the IP address of the destination. The format of an IP address is a 32-bit numeric address written as four numbers separated by periods. Each number can be zero to 255. For example, 1.160.10.240 could be an IP address.
MAC Address – Media Access Control	A number located on the white sticker on the bottom of the phone that serves as a name for each phone.
SIP – Session Initiation Protocol	The protocol for VOIP and other text and multimedia sessions, such as instant messaging, video, online games and other services.
VoIP – Voice Over IP	A technology that allows you to make telephone calls using a broadband Internet connection instead of a regular (or analog) phone line.

References

The following publications provide related information.

Title	Description
Aastra Model 6753i Installation Guide	Installation and set-up instructions, general features and functions, and basic options list customization. This publication is included with the telephone.



Chapter 1

Introduction

Overview

The 6753i IP telephone provides communications over an IP Network using the SIP IP telephony protocol. The 6753i has all the features of a regular business phone, allowing you to make and receive calls, transfer, conference and more.

The Aastra 6753i IP Phone

Figure 1. 6753i IP Phone



Phone Features

- 3-line LCD screen.
- 3 line/call appearance keys (L1 – L3) with corresponding status lamps.
- 6 top programmable hard keys with status lamps (up to 6 programmable functions).
- Supports up to 9 lines.
- Full-duplex speaker for handsfree calls.
- Headset modular connector.

- Built-in-two-port, 10/100 Ethernet switch allowing you to share a connection with your computer.


General Requirements

The 6753i requires the following environment:

- A SIP-based IP PBX system or network installed and running with a SIP account created for the 6753i.
- Access to a Trivial File Transfer Protocol (TFTP) server.
- Ethernet/Fast Ethernet LAN (10/100mb).
- Category 5/5e straight through cabling.
- Power Options:
 - Power over Ethernet (PoE) 802.3af.
 - Inline power injector – An optional accessory necessary only if your network provides no inline power.
 - AC power adapter, included with the phone.

Headset/Handset Connection

Handset

Turn the phone over and locate the handset jack marked . Insert one end of handset cord into the jack until it clicks into place. Then route the handset cord through the groove as shown in the illustration below. Attach the handset to the other end of the handset cord.

Headset (Optional)


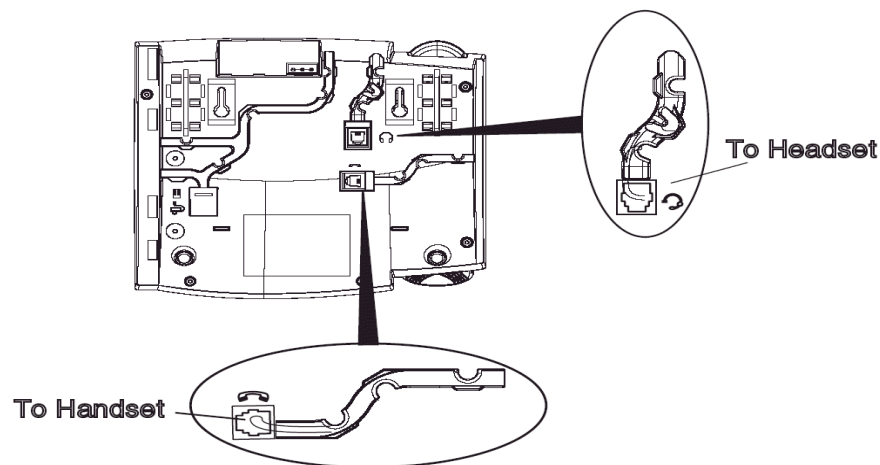
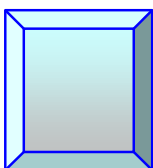
Turn the phone over and locate the headset jack marked . Insert the headset cord into the jack until it clicks into place. Then route the headset cord through the groove as shown in the above illustration.

Figure 2. Headset and Handset Connections





Chapter 2 Getting Started

Installation and Setup

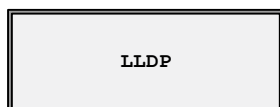
If your system administrator has not already setup your 6753i, please refer to the Aastra Model 6753i Installation Guide for basic installation and physical setup of the 6753i.

Note

- Your system or network administrator manages the configuration and updates for the IP phones on the configuration server.
- New updates to your phone can be automatically scheduled from the server by your system administrator. Automatic updates are scheduled during non-business hours or slow call periods.

Startup Sequence

The 6753i automatically begins the startup sequence as soon as it is connected. The phone goes through this process the first time you plug in your phone and every time you restart your phone. The following screens display:

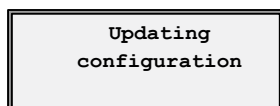


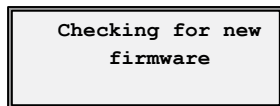
Note

Other startup screens only appear the first time you connect your phone, or if your phone has been set back to factory defaults.

Configuration and Updates

The 6753i then checks settings and looks for new configuration and firmware updates on the configuration server. If a new update is found, the phone displays the update it is installing (either "Updating Config" or "New Firmware"). This process could take a few moments while the configuration server downloads the latest updates.

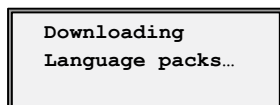




Do not unplug or remove power from the phone while it is restarting.

Language Packs

If language packs were loaded to your phone by your System Administrator, the following screen displays during startup.



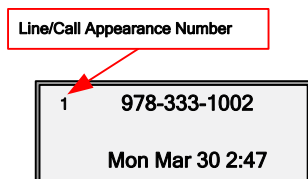
Configuration Complete

When the configuration update is complete, the phone displays the following screens:



Idle State Display

The idle state screen displays when your 6753i startup process is completed.



Incomplete Configuration

If your phone displays an "Incomplete Config" message without any extension or user name at the end of the start up sequence instead of an Idle state screen, this indicates the

phone configuration that was downloaded from the configuration server is not complete or correct. Contact your System Administrator for assistance.

No Service Message

See [Appendix A, No Service](#) for information.

Network Disconnected












See [Appendix A, Network Disconnected](#) for information.


6753i Keys and Functions

Figure 3. 6753i Keys and Functions



Key Description

Key	Description
	<ul style="list-style-type: none"> Ends an active call Exits an open list, such as the Options List, without saving changes.
	Accesses options to customize your phone.
	Controls the Hold feature.
	<ul style="list-style-type: none"> Accesses the Redial list of to 100 previously dialed numbers. Controls the Last Number Redial feature.
	Adjusts the volume for the handset, headset, ringer, and speaker.
  	3 line/call appearance hard keys that connect you to a line or call.
	Activates the Speaker or Headset depending upon audio mode.
	Mutes the microphone so that your caller cannot hear you. The lamp indicator flashes when the microphone is on mute.
	<p>Navigation keys:</p> <p>Up and Down arrows (▲ or ▼):</p> <ul style="list-style-type: none"> Allow you to view status and text messages on the display if the message consists of more than one line. Allow you to scroll through menu selections, such as the Options List. <p>Right and Left arrows (◀ and ▶):</p> <ul style="list-style-type: none"> Allow you to view line/call appearances. Allow you to exit and enter a specific option in the Options list. <p>If editing entries on the display, the LEFT arrow key erases the character on the left and the RIGHT arrow key sets (saves) the option.</p>

Key	Description
	<p>Programmable keys - 6 Top Keys - all 6 keys are programmable for features and line/call appearances.</p> <p>Note</p> <p>There is a key card provided with the phone that provides label identification for these keys.</p>

Features and Key Labels

The 6753i hard keys can be configured for any of the following features:

Key Name	Key Label	Description
Line/Call Appearances	Directory Number	Line/call appearances.
Conference	Conf	Used to establish a 3-way conference.
Transfer	Xfer	Used to transfer a call to another party.
Call Mark	Call Mark	Reports a call with poor audio quality.
Call Forward	Forward	Call Forward – All – Forwards your calls to another phone.
Call Park	Call Park	Parks a call.
Call Pickup	Call Pkup	Picks up a call ringing at another phone.
Delete	Delete	Deletes entries in the Callers List and Redial List
Do Not Disturb	DND	Places the phone in the Do Not Disturb state and incoming calls go directory to your pre-defined call forward/busy destination, usually your voicemail.
Hotline	Hotline	Dials a pre-defined number automatically.
Intercom	Intercom	Accesses the Intercom line to place and receive calls in the Intercom group.
Message Desk Operator	Msg Desk	Receives calls on behalf of other parties and forwards the calls to the original destination mailboxes.
Voice Mail	Voice Mail	Accesses the voicemail system.
Callers List	Callers	Accesses the Callers List.

Key Name	Key Label	Description
Auto Dial	Auto Dial	Dials a user-defined number automatically.
Custom XML Keys	Custom Label	Your System Administrator can create customized XML menu services to access on your phone. These services include things like weather and traffic reports, contact information, company info, or stock quotes.

Line and Call Appearance Keys

There can be up to 7 line/call appearances configured on the 6753i (if no features are configured on the available programmable keys). Usually you will have only one extension on your phone. L1 is usually your preferred line, with your main extension assigned to L1.

- Line appearance keys are those with assigned directory numbers.
- Call appearance keys are those that are used along with the line appearance keys to support features such as conference, transfer, and call waiting.

There are 3 physical line/call appearance hard keys on the bottom right side of the phone labeled **L1 – L3**. The associated lamps indicate the status of the line or call appearance. The following applies to these keys:

- L1 is your preferred line and is your primary voice line (extension). Regardless of the line used on a call, the LCD display returns to the preferred line after a call ends (incoming or outgoing). The next time the phone goes off-hook, it will select your preferred line.
- The L2 key is usually assigned as a supporting call appearance for the L1 line, to provide another open line to perform Call Transfer, Conference, and Call Waiting.
- An incoming call will ring in on the line appearance where the directory number is assigned. If that line is busy, it will ring in on the associated call appearance. If both the line appearance and the call appearance are busy, the call follows the call forward busy destination.
- If both the line and call appearance are busy, and there is no call forward busy destination assigned, the caller hears busy tone.
- If you have only one directory number on your phone, you can use any one of the line keys (L1 – L3) to originate a call. The destination will always display your directory number as the originator.

Top Keys as Line/Call Appearances

The 6 hard keys on the top of the phone can be programmed as line/call appearances. Line/call appearance assignments for these keys are **L4 – L7**.

Status Lamps for Line and Call Appearances

Hard Keys **L1 – L3** have green status lamps. Line/call appearance hard keys at the top of the phone have red status lamps.

Activity	Lamp	Description
Idle	Off	There is no call activity on this line/call appearance.
Connected	Solid	A call is connected to the phone on this line/call appearance.
Ringing	Fast Flash	A call is ringing in on this line/call appearance.
On Hold	Slow Flash	A call is on hold on this line/call appearance.

Speaker and MWI Status Lamps

The Speaker lamp and the Message Waiting Indicator (MWI) lamp provide visual status indications.

Speaker

The speaker lamp is located beside the **Speaker** key.

Speaker LED Status	Description
On Solid	You are in Speaker mode.
Slow Flash	You are in Headset mode.





Message Waiting Indicator

The **Message Waiting Indicator** (MWI) lamp is located at the top right of the phone.

MWI LED Status	Description
Slow Flash	You have a new message (s).
Rapid Flash	You have an incoming call.
Even Flash	One or more calls are on hold.

Volume Key

You can adjust the volume on the receiver, headset, speaker, and ringer using the Volume key located directly below the dial pad.


Step	Action	Result
Set Ringer Volume:		
1.	Leave the handset in the cradle.	
2.	Press the Volume key  .	The Ringer displays on the screen and you hear the current ringer volume. You can also set the volume to OFF.
Set Handset Volume:		
1.	Lift the handset	
2.	Press the Volume key  .	The handset remains at this volume until it is adjusted again.
Set Headset Volume:		
3.	Press the Volume key  while on a call.	The headset remains at this volume until it is adjusted again.
Set Speaker Volume:		
4.	Press the Volume key  while on a call and talking on the Speaker.	The speaker remains at this volume until it is adjusted again.

Call Timer

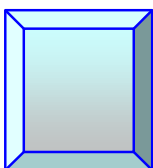
This timer displays the elapsed time of a call.

Mute

You can use the **Mute** key in any audio mode.

Step	Action	Result
Activate the Mute feature:		
1.	<p>During a call: Press the Mute key.</p> <p> Caution!</p> <p>If you place a muted call on hold, the phone automatically takes the call off mute when you reconnect to the call.</p>	<ul style="list-style-type: none">• The red Mute lamp flashes rapidly.• You can hear the caller.• The caller cannot hear you.• There is no visual indicator on the screen when Mute is activated.
Deactivate the Mute feature:		
1.	Press the Mute key again.	Mute is deactivated.





Chapter 3 Customize your Phone

Options List

You can customize your phone using the Phone User Interface (UI) and the Options List. The Options List is a list of configuration options for your phone. The **Options** key allows you to access the list.

The following table shows the phone options you can access with the Phone UI. Options requiring an administrator password are indicated.





Any changes from the default settings are permanent until you change them again.

Main Menu Options	Sub-menu Options	Description
Preferences	Tones	Sets ring tone and tone set preferences.
	Contrast Level	Sets the contrast level for the phone display.
	Auto Dial/Speed Dial Edit	A feature that edits a Speed Dial key created by the user. Note This feature will be available in a future release.
	Live Dialpad	Controls the Live Dialpad feature. This feature is set to ON by default.
	Set Audio	Sets the audio type used to handle calls your calls. The audio mode is set to Speaker by default. It also set the headset microphone volume.
	Time and Date	Sets the time and date on the phone.
	Language	The language option has been pre-defined as English.
Phone Status	IP and MAC Addresses	Displays the IP and MAC addresses.
	LAN Port	Displays LAN Port information.
	PC Port	Displays PC port information.
	Firmware Info	Displays the current firmware used by the phone.

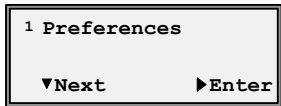

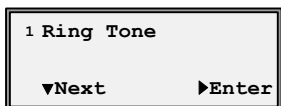
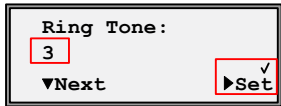
Main Menu Options	Sub-menu Options	Description
User Password		Sets the user password on the phone.
Administrator Menu		Administrator functions requiring an administrator password.
Restart Phone		Restarts the phone.
Phone Lock		Locks and unlocks the phone.

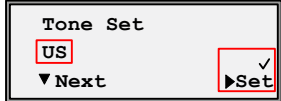
Access the Options List

Step	Action	Result
Enter the Options list:		
1.	Press the Options key.	The Options screen displays. 
2.	<ul style="list-style-type: none"> Press ▼ or ▲ to scroll through the list of 6 options. Press Select or ►. Or <ul style="list-style-type: none"> Press the menu item number to go directly into the option. 	
Save the changes:		
1.	Press ► Set .	The -Confirmed- message displays and the change is saved.
Cancel the changes:		
1.	<ul style="list-style-type: none"> Press ◀ to return to the previous screen without making changes. Or <ul style="list-style-type: none"> Press ▲Cancel when the key is available. 	
Exit the Options list:		
1.	Press the Goodbye key or the Options key from any menu.	The idle screen displays.

Preferences Menu

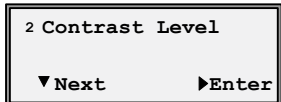
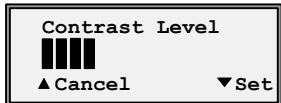
Tones

Step	Action	Result
Ring Tone: Sets ring tone. Select from 5 different ring tones or choose silent ring tone. (Ring tone 1 is the default.)		
1.	Go to Options > Preferences .	
2.	Press ►Enter .	The Tones Screen displays. 
3.	Press ►Enter .	The Ring Tone screen displays. 
4.	Press ►Enter .	The Ring Tone setting screen displays. The check mark indicates the current ring tone selection 
5.	Press ▼Next until you hear the desired ring tone or to select the silent ring tone.	As you navigate through the list, each tone plays.
6.	Press ►Set .	The -Confirmed- message displays and the change is saved.
Tone Sets: Provides country-specific tone set options for call progress tones. (The US tone set is the default.)		
1.	Go to Options > Preferences > Tones .	
2.	Press ►Enter .	The Ring Tone screen displays.
3.	Press ▼Next to go to Tone Set .	

Step	Action	Result
4.	Press ►Enter.	The Tones Set screen displays. US is the default. The checkmark indicates the current setting. 
5.	Press ▼Next to scroll to the desired tone set.	
6.	Press ►Set.	The -Confirmed- message displays and the change is saved.

Contrast Level


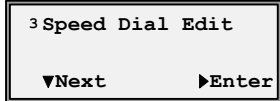
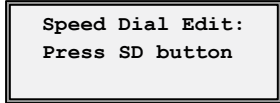
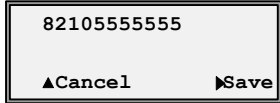
The Display option provides 8 contrast settings that brighten or darken the display.

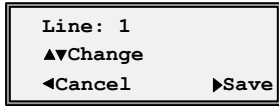
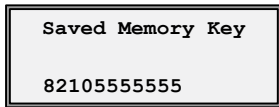
Step	Action	Result
Contrast Level:		
1.	Go to Options > Preferences .	
2.	Press ►Enter.	
3.	Press ▼Next to go to Contrast Level .	The Contrast Level screen displays. 
4.	Press ►Enter.	The Contrast Level settings screen displays. 
5.	Press ◀ or ▶ until you reach the desired contrast level.	
6.	Press ►Set.	The -Confirmed- message displays and the change is saved.

Auto Dial/Speed Dial Edit

The Auto Dial/Speed Dial Edit feature allows you to configure an Auto Dial key on your phone. Programmable Auto Dial keys are pre-assigned.

Configure an Auto Dial Key


Step	Action	Result
1.	Go to Options > Preferences .	
2.	Press ►Enter .	
3.	Press ▼Next to go to Speed Dial Edit .	The Speed Dial Edit screen displays. 
4.	Press ►Enter .	<ul style="list-style-type: none"> All <i>programmable</i> Auto Dial key lamps flash. The Speed Dial Edit prompt screen displays.  <p>Note</p> <p>Key lamps such as Voice Mail will be on steady, but are not programmable as Auto Dial softkeys.</p>
5.	Press the Auto Dial key to edit.	The edit screen displays.
6.	Enter the number including any access numbers.	

Step	Action	Result
7.	Press ►Save.	<p>The Line select screen displays.</p>  <p>Note</p> <p>The Line number is the default line that the phone uses to dial the number.</p>
8.	Press ▲ or ▼ to change the line used.	
9.	Press ►Save.	<p>The Auto Dial number is saved.</p> 

Live Dialpad

This option controls the Live Dialpad feature.

- Live Dialpad feature ON (Default) - The phone automatically selects a line/call appearance and turns the speaker on as soon as a dial pad key is pressed. If the number is not completed, the phone will time out, go to the busy state, and play busy tone until you disconnect by using the **Goodbye** key or hang up.
- Live Dialpad feature OFF – The digits are entered first, displayed on the screen, and can be edited using the ◀ key. When the handset is lifted or the speaker key pressed, the number automatically dials.



Step	Action	Result
1.	Go to Options > Preferences .	
2.	Press ►Enter.	
3.	Press ▼Next to go to Live Dialpad .	<p>The Live Dialpad screen displays and shows the current status. The default is ON.</p> 
4.	Press the ►Change key to toggle between OFF and ON.	<p>The -Confirmed- message displays and the change is saved.</p>

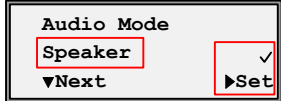
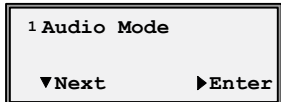


Set Audio

The Set Audio option provides 4 audio combinations for maximum flexibility for handling calls. Incoming audio can be set to one of the following options:

Option	Description
Speaker (Default)	The default setting. Calls are placed or received using the handset or speaker. Use the Speaker key to switch between handset and speaker.
Headset	Place or receive calls using a headset. Use the Speaker key to switch between the headset and handset. Lift the handset to switch from the headset to the handset.
Speaker/Headset	Incoming calls go directly to the speaker. Use the Speaker key to switch between the speaker, headset, and handset. Lift the handset at anytime to switch back to the handset from either the speaker or the headset.
Headset/Speaker	Incoming calls go directly to the headset. Use the Speaker key to switch between the speaker, headset, and handset. Lift the handset at anytime to switch back to the handset from either the headset or the speaker.

Set the Audio Option and Headset Volume

Step	Action	Result
1.	Go to Options > Preferences .	
2.	Press ►Enter .	
3.	Press ▼Next to scroll to Set Audio .	The Set Audio screen displays. 
4.	Press ►Enter .	The Audio Mode screen displays. 

Step	Action	Result
5.	Press ►Enter.	The Audio Mode screen displays. Speaker mode is the default. The checkmark indicates the current setting. 
6.	Press ▼Next to reset the audio option.	
7.	Press ►Set.	The -Confirmed- message displays and the change is saved.
Headset Microphone Volume:		
1.	Go to Options > Preferences.	
2.	Press ▼Next to scroll to Set Audio.	
3.	Press ►Enter.	The Audio Mode screen displays. 
4.	Press ▼Next to go to Headset Mic Volume.	The Headset Mic Volume screen displays. 
5.	Press ►Enter.	The Headset Mic Volume settings screen displays. The checkmark indicates the current setting. 
6.	Press ▼Next to select the volume.	
7.	Press ►Set.	The -Confirmed- message displays and the change is saved.

Time and Date

This option sets the date and time on the phone, but can be overwritten by the time server when the phone is restarted.

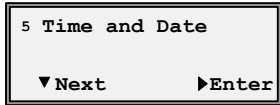
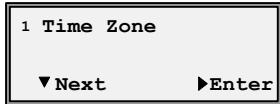
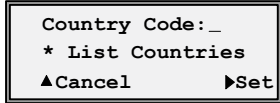
Time Server

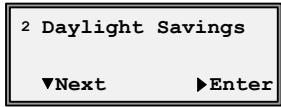
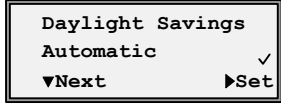

The phone acquires the time and date from the time server. The time server is already assigned, and this option requires an administrator password. Talk to your administrator if your phone has any difficulty with the date and time.

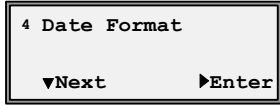

Set Time and Date Manually

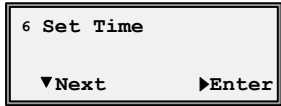
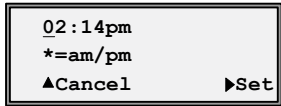

Note

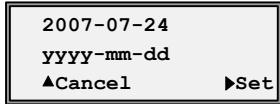
If you set the time manually, the phone will not try to synchronize the time with the time server until the next time the phone is restarted.

Step	Action	
1.	Go to Options > Preferences .	
2.	Press ►Enter .	
3.	Press ▼Next to go to Time and Date .	The Time and Date screen displays. 
Time Zone: Sets the current time zone. US-Central is the default.		
1.	Press ►Enter .	The Time Zone screen displays. 
2.	Press ►Enter .	The Country Code screen displays. US is the default. 
3.	Press * to list the countries.	A check mark appears next to the currently selected country.

Step	Action	
4.	Press ▲ or ▼ to scroll to through the list. Note Press ◀ to get out of the countries list.	
5.	Press ► Set when the desired country displays. Note Press ▲ Cancel to exit without change.	The -Confirmed- message displays and the change is saved.
Daylight Savings Time: Sets daylight savings time. Automatic is the default.		
1.	Press ▼ Next to go to the Daylight Savings option.	The Daylight Savings screen displays: 
2.	Press ► Enter .	The Daylight Savings settings screen displays. It is currently set to Automatic. The checkmark indicates the current setting. 
3.	Press ▼ Next to scroll to the desired daylight savings option.	
4.	Press ► Set . Note Press ◀ to exit without change.	The -Confirmed- message displays and the change is saved.
Time Format: Sets the time format display (12h or 24h clock).		
1.	Go to the Time Format option.	The Time Format screen displays. 

Step	Action	
2.	Press Change to toggle between 12-hour and 24-hour format. Note Each time you press the Change key, the change is made and confirmed.	The -Confirmed- message displays and the change is saved.
3.	Press ▼Next to go to the Date Format option.	
Date Format: Sets the date display format.		
1.	Go to the Date Format option.	The Date Format screen displays. 
2.	Press ►Enter .	The Date Format settings screen displays. The checkmark indicates the current format setting. 
3.	Press ▼Next to scroll to the desired date format.	
4.	Press ►Set . Note Press ◀ to exit without change.	The -Confirmed- message displays and the change is saved.

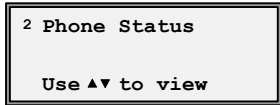
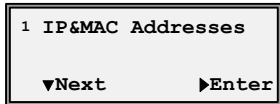
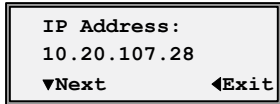
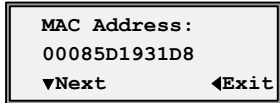
Time Server: Requires an Administrator Password.		
Set Time: Displays the network time if the Time Server option is enabled and also allows you to set the time manually. NOTE: If you set the time manually, the phone will not try to synchronize the time with the Time Server until the next time the phone is restarted.		
1.	Go to the Set Time option.	The Set Time screen displays. 
2.	Press ►Enter .	The time setting screen displays. 
3.	Use the keypad to enter the time.	
4.	Press the * key to toggle between AM and PM.	
5.	Press ►Set . Note Press ▲Cancel to exit without change.	The -Confirmed- message displays and the change is saved.
Set Date: Displays the network date if the Time Server option is enabled and also allows you to set the date manually. NOTE: If you do set the date manually, the phone will not try to synchronize with the Time Server until the next time the phone is restarted.		
1.	Go to the Set Date option.	The Set Date screen displays. 

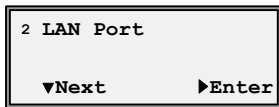
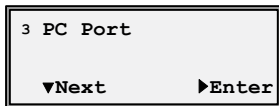
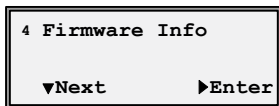
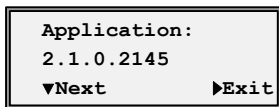
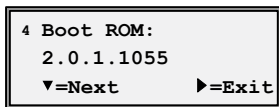
2.	Press ►Enter.	The time setting screen displays. 
3.	Use the keypad to enter the date in the format displayed.	
4.	Press ►Set. Note Press ▲Cancel to exit without change.	The -Confirmed- message displays and the change is saved.

Language

This option sets the language for all of the phone display screens. The phone is permanently set to the English language.

Phone Status Menu

Step	Action	Result
1.	Go to Options > Phone Status .	The Phone Status menu displays. 
IP & MAC Addresses:		
1.	Press ▼Next to go to IP&MAC addresses .	
2.	Press ►Enter.	The IP Address displays. 
3.	Press ▼Next.	The MAC address displays. 
4.	Press ◀Exit.	

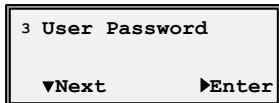
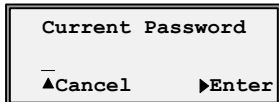
LAN Port:		
1.	Press ▼Next to go to LAN Port.	
2.	Press ►Enter.	
3.	Press ▼Next until all of the LAN port information displays.	
4.	Press ◀Exit.	
PC Port:		
1.	Press ▼Next to go to PC Port.	
2.	Press ►Enter.	
3.	Press ▼Next until all of the PC port information displays.	
4.	Press ◀Exit.	
Firmware Info:		
1.	Press ▼Next to go to Firmware Info.	
2.	Press ►Enter.	The first of the Firmware Info screens displays.
3.	Press ▼Next to scroll down to the screen that actually displays the firmware load.	 
4.	Press ◀Exit.	

User Password

This option allows you to change the user password for your phone so that only you can alter your phone settings, and helps keep your system secure.

Valid values for the password are 0 to 4294967295 (integers only; symbols and alpha characters are not allowed).

The default password is an empty string "" (field is blank.)

Step	Action	Result
1.	Go to Options > User Password .	
2.	Press ►Enter .	<p>The Current Password screen displays.</p>  <p>Note</p> <p>If the password <i>has never been set up</i>, press the Enter key and continue with password setup.</p>
3.	Enter the current user password.	
4.	Press ►Enter .	
5.	Enter the new user password.	
6.	Press ►Enter .	
7.	Re-enter the new user password.	
8.	Press ►Enter .	The "Password Changed" message displays on the screen.
9.	Press Quit .	

Administrator Menu

The options in this menu are configured by a system administrator and require an administrator password.

Restart Phone

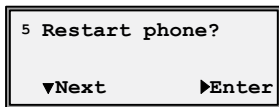
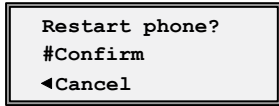
Occasionally you may be instructed to restart your phone to check for updates from the configuration server. This option allows you to restart the phone.

Note

Your phone is temporarily out-of-service during the restart and download processes.

Caution!

Do not unplug or remove power to the phone while it is checking or installing firmware.

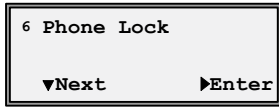
Step	Action	Result
1.	Go to Options > Restart Phone .	
2.	Press Enter .	The restart screen displays. 
3.	Press # . Note Press Cancel to cancel without restarting the phone.	The phone restarts.

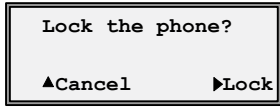
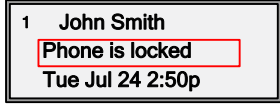
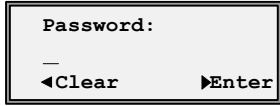
Phone Lock

You can lock the phone to prevent it from being used or configured.

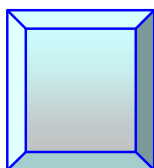
Caution!

While the phone is locked, only emergency 911 dialing is permitted.

Step	Action	Result
Lock the Phone:		
1.	Go to Options > Phone Lock .	The Phone Lock screen displays. 

Step	Action	Result
2.	Press ►Enter.	<p>The phone lock message displays.</p> 
3.	Press the Lock key to lock the phone.	<p>The following message displays:</p>  <p>The red status lamp (MWI) at the top right of the phone turns on.</p>
Unlock the Phone:		
1.	Press the Options key.	<p>The password screen displays.</p> 
2.	<p>Enter your user password.</p> <p>Note</p> <p>If the user password has never been set up, press the Enter key without a password.</p>	<ul style="list-style-type: none"> • The phone is unlocked. • The red status lamp at the top right of the phone turns off.





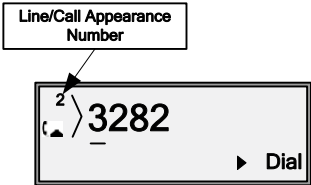
Chapter 4 Call Handling

Place a Call

You can place a call using one of the following methods.

Note

If you are unable to make calls within certain area codes, check with your system administrator for any toll restrictions placed on your extension that may restrict your access to long distance area codes or dialing prefixes.

Step	Action	
1.	Dial the number. <div>Note</div> Live Dialpad is set to ON by default.	<div>Note</div> Speaker mode is the default audio mode . The Speaker turns on automatically when you dial the number, and the call is placed.
Handset:		
1.	Lift the handset. <div>Note</div> The phone automatically selects the next available line/call appearance.	The Dial screen displays. 
2.	Dial the number.	
Speaker Key:		
1.	Press the Speaker key.	
2.	Dial the number.	
Line/Call Appearance Key:		
1.	Press a line/call appearance key.	
2.	Dial the number.	

Receive a Call

When a call rings in at your phone, the inbound call screen displays, the line/call appearance lamp flashes, and the MWI lamp flashes.



Answer an Incoming Call

If the phone is already connected to a call, pressing the line/call appearance key for the new incoming call automatically places the connected call on hold and answers the new call.

If you cannot answer, the call is redirected to a pre-defined destination such as your voice mailbox.

Step	Action
Handsfree Operation:	
1.	<ul style="list-style-type: none"> Press the line/call appearance key. Or <ul style="list-style-type: none"> Press the Speaker key.
Headset:	
1.	Press the Speaker key.
Handset:	
1.	Lift the handset.

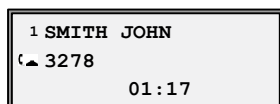
Ignore a Call

You can choose to ignore an incoming call.

Step	Action	Result
1.	Press ▼ Ignore	The call is redirected to a pre-defined destination such as your voice mailbox.

Connected Call

The connected state screen displays when you are talking to someone on the phone.



One Directory Number Assigned to Multiple Phones

Occasionally, the same directory number is assigned to more than one phone. (This can be referred to as a Bridged Line Appearance or BLA.)

Example

In the following example, Phone A and Phone B have the same directory number assigned to a line/call appearance key on both phones. The following applies to call handling in this situation:

Phone A:

- When Phone A goes off-hook on the line, it takes control of the line **and** the associated call appearance.
- Phone A controls transfer, conference, hold, etc.
- Phone A shows a green status lamp on the line appearance if the call is on L1-L4.
- The call appearance lamp will not be lit unless the Phone A is involved in a transfer, or conference.

Phone B:

- Phone B shows a red status lamp on the shared line appearance key, indicating Phone A has control of the line.
- The call appearance lamp will not be lit unless the Phone A is involved in a transfer, or conference.
- If Phone B goes off-hook on the *line appearance*, silence is heard followed by dial tone because the call is *private* to Phone A.
- If Phone B goes off-hook on the *associated call appearance*, even though the lamp may not be lit, reorder tone is heard.

Note

If the shared directory number is assigned to a programmable hard key, status lamps are always red, but the same rules apply.

Calls on Hold with BLA

- If Phone A places the call on hold, it can be retrieved by Phone B by pressing the key of the red flashing lamp on Phone B.
- When Phone B takes control of the call, the line lamp changes to green and the display changes to reflect the details of the connected call. Phone A goes back to the off-hook display or the idle state display. The Phone A red status lamp on that line indicates Phone B has control of the call.

Callers List and Redial List

- For inbound calls answered by Phone A, Phone B does not show any details of the call on the screen, but does display “1 Missed Call”, and the call is stored in the [Callers List](#) as a missed call. The opposite applies if the call was answered by Phone B.
- For outbound calls originated by Phone A, nothing is stored in the [Redial list](#) on Phone B because Phone A originated the call. The opposite applies if the call is placed by Phone B.

Handle Calls Using the Speaker

The Speaker allows you to speak to someone without using the handset or headset. The Audio Mode for your phone is set to “Speaker” by default. See the [Set Audio](#) options.

Step	Action
Dial using the speaker:	
1.	Press the Speaker key and enter a number from dial tone.
Answer a call using the speaker:	
1.	Press the Speaker key or the line/call appearance key.
Switch between the speaker and handset in speaker audio mode:	
1.	<ul style="list-style-type: none"> • Lift the handset to go back to the handset. • Press the Speaker key to switch back to the speaker.
Switch between the speaker and the headset in speaker/headset audio mode:	
1.	Press the Speaker key.

Handle Calls Using a Headset

Ensure that you have selected a headset audio mode by accessing the Options list.

Step	Action
1.	Plug the headset into the jack.
2.	<p>Press the Speaker key or the line/call appearance key to get dial tone or to answer an incoming call.</p> <p>Depending on the audio mode selected from the Options list, a dial tone or an incoming call will be received on either the headset or the speaker.</p> <p>Also see Headset Volume in the Options list.</p>

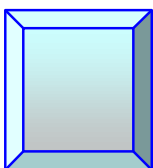
End a Call

Step	Action
1.	From a connected call: <ul style="list-style-type: none">• Press the Goodbye key. Or <ul style="list-style-type: none">• Place the handset back on hook if connected through the handset.

Emergency Call Handling for Remote SIP Workers

Emergency Call Handling (911 calling) is supported for Remote SIP Workers. Check with your system administrator if you have any questions.





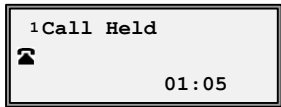
Chapter 5 Phone Features

Hold

Place a Call on Hold

Note

- You cannot place a call on hold or retrieve a call on hold if you are viewing the [Redial List](#) or [Callers List](#).
- If you have left a call on hold for a pre-defined period of time (if the option is configured on your system), the system will ring your phone until you answer the call. When you answer, you are re-connected to the held party.

Step	Action	Result
1.	From a connected call: Press the Hold key.	<ul style="list-style-type: none">• The line lamp flashes slowly.• The MWI lamp on the top of the phone flashes. 

Retrieve a Held Call

Only the phone that placed the call on hold can retrieve the call on hold, unless the held call is on a directory number that appears on [more than one phone](#).

Step	Action	
1.	<p>Press the line key where the call is on hold.</p> <p>Note</p> <ul style="list-style-type: none">• The Goodbye key will not retrieve a held call.• The Hold key will not retrieve a held call.	You are reconnected to the call.

Automatic Hold

The 6753i will automatically put your current call on hold when you press a new line key.

Manage Multiple Calls on Hold

Step	Action	Result
1.	Press ◀ or ▶ to scroll through the call list information.	
Connect to an incoming call or re-connect to a call you placed on hold:		
1.	Press the line key.	
If the phone is already connected to a call:		
1.	Press the line key for the new incoming call.	The current call is automatically placed on hold, and the new call is answered.

Do Not Disturb

The Do Not Disturb (DND) feature allows you to block incoming calls. When DND is activated, an incoming call does not ring at the phone. Depending upon your system configuration, the caller may hear a message to call back later, or the call will forward directly to your pre-defined call forward busy destination, usually your voicemail. The DND key toggles this feature on and off.

If the phone shares a line with other phones, only the phone where DND was set is affected.

Step	Action	Result
Activate Do Not Disturb:		
1.	Press the DND key.	The Do Not Disturb message displays. <div data-bbox="987 1432 1266 1537" style="border: 1px solid black; padding: 5px; margin: 10px auto; width: fit-content;"> ¹ John Smith Do Not Disturb 06/25/07 8:48am </div>
Deactivate Do Not Disturb:		
1.	Press the DND key.	The feature is deactivated.

Transfer

Unannounced Transfer

When you transfer a call directly to another party and complete the transfer without consulting with the receiving party, it is called an unannounced transfer.

Announced Transfer

When you transfer a call to another party and remain on the line to talk to the other party before you complete the transfer, it is called an announced transfer. After you consult with the other party, you can either complete the transfer or go back to the original caller.

Note

The Xfer key will be one of the hard keys at the top of the phone.

Step	Action	Result
Unannounced transfer:		
1.	You are connected to the call to transfer.	
2.	Press the Xfer key.	<ul style="list-style-type: none">• The calling party is placed on hold and the line lamp flashes slowly.• Another line goes off-hook and you hear dial tone.
3.	Dial the number of the destination party.	
4.	Before the destination party answers: <ul style="list-style-type: none">• Press Xfer again. Or <ul style="list-style-type: none">• Press the Goodbye key.	The transfer completes.
Announced Transfer:		
1.	Press the Xfer key.	<ul style="list-style-type: none">• The calling party is placed on hold and the line lamp flashes slowly.• Another line goes off-hook and you hear dial tone.
2.	Dial the number of the destination party.	
3.	When the destination party answers the call: Talk to the destination party.	

Step	Action	Result
4.	<ul style="list-style-type: none"> Press Xfer again. Or Press the Goodbye key. 	You are dropped from the call, and the transfer completes.
Cancel a transfer:		
1.	Press the Line key of the call on hold while the destination is ringing.	The ringing line drops and you are reconnected to the original party.

Conference

The 6753i supports up to three parties in a conference call.

Establish the Conference

Step	Action	Result
1.	Connect to the first party to include in the conference.	
2.	Press the Conf key.	<ul style="list-style-type: none"> The first party is placed on hold and the line lamp flashes slowly. A new line goes off-hook and you hear dial tone.
3.	Dial the number of the party to add to the conference.	
4.	Wait for the new party to answer. <div style="background-color: #d3d3d3; padding: 2px; display: inline-block;">Note</div> You can consult with the new party first before adding them to the conference.	<ul style="list-style-type: none"> The original party is still on hold and the lamp is flashing. The second line lamp is steady, indicating the new party is not yet been added to the conference.
5.	Press the Conf key again.	<ul style="list-style-type: none"> The conference is established and the second line lamp turns off. The original line lamp is on steady. A list of the other two parties in the conference displays on the originator's screen. <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <div style="border: 1px solid red; padding: 2px;"> 1. John Smith 2. 3382 </div> <div>02:02 ▶ Drop</div> </div>

If you do not wish to add the third party to the conference:		
1.	Press the line key of the party on hold.	You are reconnected to the original party.

Release a Conferenced Party

Step	Action	
1.	Use ▲ or ▼ to point to the party to drop.	
2.	Press ►Drop. Note If you disconnect from the conference, the other two parties will also disconnect.	You are still connected to the other party.

Conference Two Previously Connected Calls

Begin with active calls on one line appearance and its associated call appearance.

Step	Action	Result
1.	Press the Conf key.	Both calls are on hold.
2.	Press the line key of the first held call to establish the conference.	
3.	Press the Conf key again.	The conference is established.

Auto Dial

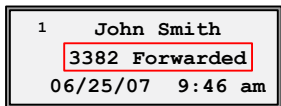
See [Speed Dial](#).

Call Forward

The Call Forward feature allows you to temporarily redirect your incoming calls to another number.

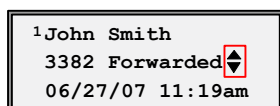
Note

- Each directory number on the phone must be forwarded separately.
- If you have more than one directory number on your phone, you must press the line key first.

Step	Action	Result
Forward your main directory number:		
1.	On-hook or off-hook: Press the Forward key.	Hear the 2-beep confirmation tone.
2.	Dial the destination number.	<ul style="list-style-type: none"> Hear the 2-beep confirmation tone. The calls for this number will be forwarded to this destination. 
Forward a number assigned to a hard key that is not your main directory number:		
1.	Press the line key of the number to forward.	Hear dial tone.
2.	Press the Forward key.	Hear the 2-beep configuration tone.
3.	Dial the destination number.	<ul style="list-style-type: none"> Hear the 2-beep confirmation tone. The calls for this number will be forwarded to this destination.
Deactivate Call Forward:		
1.	Press the appropriate line key.	
2.	Press the Forward key.	<ul style="list-style-type: none"> Hear the 2-beep confirmation tone. Call Forward is deactivated for this directory number.

Multiple Call Forward Assignments

If you have activated Call Forward on more than one line, the display provides the up and down navigation keys ▼ or ▲ to scroll through the Call Forward list.



Call Mark

The Call Mark feature allows you to report an outside call with poor audio quality by using a single feature button labeled **Mark**. This feature is used to identify bad trunk lines. Pressing the Call Mark button generates an alarm on the system console identifying the bad trunk.

This feature eliminates the need for you to personally notify technicians of problems when on an outside call.

Call Park

The Call Park feature allows you to temporarily place a call on hold for a pre-set time limit. The call can be retrieved on any phone in the system. If the call is not retrieved within the time limit, the call automatically reverts back to the extension that parked the call.

Step	Action	Result
Park a Call:		
1.	From a connected call: Press the Call Park key.	<ul style="list-style-type: none">You hear the Park number and then silence.The call is parked and you can place and receive calls. <div>Note</div> <p>To hear the number <i>repeated</i>, immediately press the Call Park key again</p>
2.	Write down the Park number .	
3.	<ul style="list-style-type: none">Hang up the handset. Or <ul style="list-style-type: none">Press the Goodbye key.	
Retrieve a Parked Call:		
1.	From any phone on the system: <ul style="list-style-type: none">Lift the handset. Or <ul style="list-style-type: none">Press the Speaker key.	Hear dial tone.
2.	Dial the Call Park number.	<ul style="list-style-type: none">No ringing is heard.You are immediately connected to the calling party.

Call Pickup

The Call Pickup feature allows you to answer a call ringing at another extension. Your 6753i provides the following types of Call Pickup.

- **Group** - Your directory number is assigned to a Call Pickup group. You can answer the ringing extension of another member of the group using the **Call PkUp** key.
- **Directed** - You can answer a call directed to a phone outside of your group using the **Call PkUp** key and dialing the extension number of the ringing phone.
- **Both** - You can use both of the above options.

Step	Action	Result
Pick up a call in your Call Pickup group:		
1.	<ul style="list-style-type: none"> • Leave the handset onhook. • Press the Call PkUp key. 	You are immediately connected to the call.
Pick up a call outside of your Call Pickup group:		
1.	<ul style="list-style-type: none"> • Leave the handset onhook. • Press the Call PkUp key. 	Hear a 2-beep confirmation tone.
2.	Dial the number of the extension that is ringing.	You are connected to the call.

Call Waiting

When you are on an active call, and a second call rings in to your phone, you hear one beep, and the screen displays the name and number (if available) of the second caller. You have the option to answer the second call or let the second call forward to the pre-defined busy destination, usually your voice mailbox.

Step	Action	Result
1.	While on one call, a second call rings in to your phone.	<ul style="list-style-type: none"> • You hear one beep. • The display tells you the name and number of the second caller and the line/call appearance key number.
2.	To answer the second call: Press the Line key of the second call. <div> Note If you already have a call on hold when the second call rings in, the second call goes directly to voicemail. </div>	<ul style="list-style-type: none"> • The first caller is placed on hold. • You are connected to the second caller. <div> Note See Manage Multiple Calls On Hold for information on alternating between calls. </div>

Hotline

Unlike the current Autodial and Speeddial features you are not required to program the Hotline destination number at your phone. The Hotline destination is provisioned by the Administrator

Your Hotline key can be of one of two types:

- **Hotline (default):** The phone immediately dials a preconfigured number when you lift the handset.
- **Warmline:** The phone waits for a specified amount of time after you lift the handset before dialing a preconfigured number.

Intercom

Intercom Groups allow you to call other users within the same Intercom group by selecting the Intercom line and dialing a one or two-digit number.

Intercom Groups can be:

- A 10-member group or.
- A 100-member group. When dialing members 1 through 9 in a 100-number group, you must prefix the number with a zero (0).

Your system administrator can tell you which type of group you have.

An Intercom line is assigned to a Line Select button. Intercom lines cannot be placed on hold and cannot be transferred.

SIP Intercom lines can have a standard ring (standard ring cycle) or a feature ring (short-short-long ring) depending on your configuration.

You can also use Hands-Free Auto Answer if your Intercom Line has been configured for that feature.

Step	Action	Result
1.	Press the Intercom button.	
2.	Dial the Intercom number.	The destination rings.

Message Desk Operator

A Message Desk Operator receives calls on behalf of other parties and forwards the calls to the original destination mailboxes.

Step	Action	Result
1.	Answer the incoming call.	
2.	Press the Msg. Desk key.	
3.	<ul style="list-style-type: none">• Press the Goodbye key.	The call is passed directly to the voice

Step	Action	Result
	Or <ul style="list-style-type: none"> Place the handset back on hook if connected through the handset. 	mailbox of the original destination party.

Voice Mail

The Voice Mail key is configured to automatically dial the voicemail system access number.

Step	Action	Result
1.	Press the Voice Mail key.	The voicemail access number is automatically dialed.
2.	Follow the voicemail prompts.	



Callers List

The **Callers List** is a stored log of incoming calls containing up to 200 entries. The Callers List stores the name, phone number, call time and date, and missed/answered call status for all calls that ring in to this phone.

You can view, scroll through, and delete entries in the Callers List and dial directly from a displayed entry.

When the Callers List is full, the oldest call records are deleted to accommodate the information of new callers.

Callers List Display

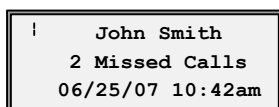
Display	Description
N	The "N" at the left of the screen indicates a new call you have not reviewed.
	Indicates an unanswered call.
	Indicates an answered call.

Callers List Functions

Step	Action	Result
Access the Callers List		
1.	Press the Callers key.	<p>The Callers key red status lamp turns on.</p> <p>The Callers List “summary” screen displays.</p> <div> <p>Callers List</p> <p>15 items</p> <p>Use ▲▼ to view</p> </div>
2.	<p>Use the ▲ or ▼ to scroll through the entries in the list.</p> <p>Note</p> <ul style="list-style-type: none"> Most recent call - ▲. Oldest call - ▼. 	<p>The entries display.</p> <div> <p>0032394 Test</p> <p>▲ 2008</p> <p>Nov 1 08:50am L1</p> </div>
Dial from the Callers List:		
1.	<p>From the entry that you have selected:</p> <ul style="list-style-type: none"> Lift the handset. <p>Or</p> <ul style="list-style-type: none"> Press the Speaker key. <p>Or</p> <ul style="list-style-type: none"> Press a line/call appearance key. 	The number is automatically dialed.
<p>You can add numbers to the beginning of the number displayed in the Callers List before you dial.</p> <p>Note</p> <p>The Callers list does not save changes.</p>		
1.	Press the Callers key.	
2.	Press ▼ or ▲ to scroll through the Callers List to find the entry you want to dial.	
3.	Press the number(s) on the keypad that you want to add.	
4.	Dial the number.	

Missed Calls Indicator

The 6753i displays the “<Number of> Missed Calls” in the idle state screen display.




As the number of missed calls increments:

- The phone numbers associated with the calls are stored in the Callers List.

When you review the calls in the Callers List:

- The number of missed calls is cleared from the idle screen display.

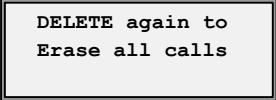
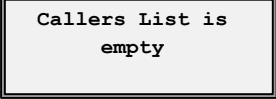
Access Missed Calls

Step	Action	Result
1.	Press the Callers key.	The Callers List menu displays.
2.	Use ▲ or ▼ to scroll through the entries.	Missed calls are those marked with the telephone icon with the handset ON  .

Delete Entries in the Callers List

Note

You must have a Delete key assigned to a programmable key.

Step	Action	Result
Delete all entries:		
1.	Press the Callers key.	The Callers List opens.
2.	Press the Delete key at the Callers List header.	The Delete confirmation message displays. 
3.	Press the Delete key again to confirm.	The entire Callers List is deleted. 

Delete only one entry:		
1.	Find the entry to delete.	
2.	Press the Delete key.	The Delete confirmation displays: <div>DELETE again to erase this item</div>
3.	Press the Delete key again to confirm.	The entry is deleted. <div>Caller is erased</div>
Cancel the delete function:		
1.	Press ▲ or ▼ .	

Exit the Callers List

Step	Action	Result
1.	<ul style="list-style-type: none"> Press the Goodbye key. Or Press the Callers key. 	The idle screen displays.

Redial

Last Number Redial

You can redial the last number you dialed using the Redial key.

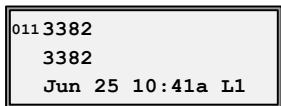
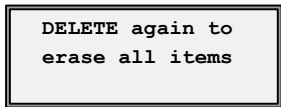
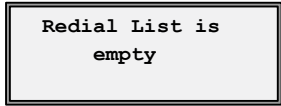
Step	Action	Result
Redial (On-hook or Off-hook):		
1.	Press the Redial key 2 times.	The number is automatically dialed.

Redial List

There are 100 entries in the Redial List. The list provides the number dialed and the name (if known), the date/time the number was dialed, and the line used to dial the number.

Note

You cannot edit an entry in the Redial List.

Step	Action	Result
Redial from the Redial List:		
1.	While on-hook: Press the Redial key one time.	The Redial List displays the first entry. 
2.	Use ▲ or ▼ to find the entry to call.	
3.	<ul style="list-style-type: none"> Press an available line key. Or <ul style="list-style-type: none"> Press the Speaker key. Or <ul style="list-style-type: none"> Lift the handset. 	The number automatically dials.
Delete Entries in the Redial List:		
NOTE: You must have a Delete key assigned to a programmable key.		
1.	Find the entry to delete.	
2.	Press the Delete key.	The confirmation message displays. 
3.	Press the Delete key again.	All entries are deleted. 

Emergency Location Identification

Emergency Location Identification Determined by IP Address (ELIP) is a method used to determine the calling party number to be used when a SIP phone places an emergency call.

When a SIP phone enabled with ELIP places an emergency call, the Pointspan system searches a database to map the SIP phone's IP address to an Emergency Location Identifier to be used as the calling party number.

Hear your Emergency Location Identifier

You can hear the emergency location identifier for your station by dialing **#*9**. When the complete identifier has been spoken, you hear a zip-zip tone. If there is no emergency location identifier defined for your phone, you hear only a zip-zip tone.

#*9 is valid for any station in the Pointspan system.

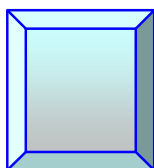
CLASS Services Remote Access for SIP Stations and Trunks

The CLASS Services Remote Access feature allows a remote user (SIP Station or user connecting to Pointspan via a SIP Trunk) to set up three specific CLASS Service features for a directory number that supports these CLASS service features on Pointspan. No other CLASS services are implemented.

The following 3 CLASS features are available for SIP stations and trunks.

CLASS Feature	Turn ON	Turn OFF
Call Forward-All	*72	*73
Selective Call Forward	*63 for Access	
Anonymous Call Rejection	*77 ON	*87 OFF




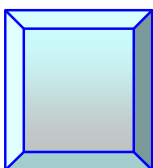


Appendix A Troubleshooting

The following are common problems associated with the phone and possible solutions.

Problem	Possible Solution(s)
Network Disconnected message	<p>The Network Disconnected prompt appears on the display and the telephone status lamp turns on if phone is not properly connected to the network. The phone also displays the default time and date of 12:00 am Jan 1st, 2005 or the equivalent. Check that the cables are tightly connected to the phone and to the wall jack. The phone should automatically detect when it is reconnected and will display the "Network Connected" prompt for a few seconds.</p> <p>However, if changes have been made to your phone's network settings, you may need to restart your phone.</p> <p>Contact your system or network administrator for assistance.</p>
Why is my display blank?	<p>Ensure that power is being provided to your phone. If your network does not provide inline power over Ethernet, you can obtain an additional accessory, the Aastra PoE (Power over Ethernet) inline power supply, to provide power over Ethernet locally to your phone.</p> <p>See the section "Connecting to the Network and to Power" in the <i>Aastra Model 6753i Installation Guide</i> for details.</p>
Why is my speaker not working?	<p>If you press the Speaker key and the speaker lamp flashes and you do not hear dial tone through the speaker, the Set Audio option in the phone's Options list has been set up for headset use.</p> <p>Press the Speaker key a second time and if the lamp goes out, the phone has been set up to be used only with a headset or handset. If the lamp stays on steady and you hear dial tone, the phone has been set up so that you can alternate between the speaker and the headset by pressing the Speaker key.</p>
Why can't I get dial tone?	<p>Check for any loose connections and that the phone has been installed properly. For installation instructions, refer to the "Installation and Setup" section in the <i>Aastra Model 6753i Installation Guide</i> provided with your phone.</p>

Problem	Possible Solution(s)
Why doesn't my phone ring?	Check the ring volume on your phone. It may be turned down or turned off. To adjust the ringer volume setting, press the volume key when the phone is on-hook and idle. For more information, see Volume Key in Chapter 2.
Why is the lamp not coming on when I have a new Voicemail Message?	Your phone system or service provider must provide a Visual Message Waiting service for this function to work. Contact your system administrator.
Why is my handset not working?	Check to ensure that the handset cord is fully connected to both the phone and handset. The handset connection on the bottom of the phone is marked with the handset symbol  .
How do I find the IP address of my phone?	This setting is in the Options list. See IP & MAC Addresses in Appendix A.
How do I change my User Password?	This setting is in the Options list. See User Password in Appendix A.
Why does my phone display the "No Service" message?	The phone displays the "No Service" message if the SIP settings have not been set up correctly. You can still use the phone but it is not registered with the Registrar. For more information about registering your phone, see your system administrator.
How do I restart the IP phone?	This setting is in the Options list. See Restart Phone in Appendix A.



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